

Since Aug I've had the unfortunate luck of using Vonage as my internet phone service. In my 34 years of life, I have never had dealings with a company with such poor customer service than Vonage. My phone went down on Tues (11/21/04). I was told, after over a 35 minute wait on hold on my cell phone at my cost, that I would need a new box. Now having my home phone down is bad enough, but then they made me wait over a week till they decided to send out a new box. !!! UNBELIEVABLE!! especially when I was told it would be sent out the next day. This placed a great hardship on my family through the holidays, and when I tried to contact your company to find out the status of my order, again, a LOOOONNNNGGG hold time. My cell phone bill will be threw the roof this month as I've gone over my minutes just so I could have a phone, because Vonage elected on holding off sending the new box for over a week. Then to add injury to insult, Vonage sent me an email stating im being charged \$99 for the new box, a charge that I was NEVER told about, that I understand will be credited upon return of the box. Now here we are 12/10/04, still NO!!! phone in my household, I've canceled Vonage and now for whatever reason they have not responded to Bellsouth, after several requests, so that my phone number can be released back to them, so basically Vonage has held my phone number hostage so that they could close out the billing cycle. I wont have a phone now till 12/15/04 because Vonage wont release it till then. I want to file a complaint and dispute any charges Vonage will attempt to collect using my credit card for phone service since my phone went down.